

County of Los Angeles  
**DEPARTMENT OF PUBLIC SOCIAL SERVICES**

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BRYCE YOKOMIZO  
Director



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April 28, 2005

TO: Each Supervisor

FROM: Bryce Yokomizo, Director

SUBJECT: **INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER  
AGREEMENT (ITSSMA) WORK ORDERS**

This is to notify you of my intent to request the Internal Services Department (ISD) to amend 20 ITSSMA Work Orders for an increase of \$1,068,799 and extend the Work Order termination dates. The 20 Work Orders are extensions of projects that individually will exceed the \$300,000 limit. This request will ensure service continuity for several critical automation projects while the Department evaluates a variety of alternatives to ensure adequate technology resources. In accordance with ITSSMA guidelines, prior Board notice is required for projects that will exceed \$300,000.

Three of the referenced Work Orders will be extended for an additional one month since the projects terminate on May 31, 2005. Eight Work Orders will be extended through October 31, 2005, as we have requested comparable positions in our FY 2005-2006 budget. Six of the indicated Work Orders will be extended for an additional six months, with three Work Orders ending November 30, 2005 and three Work Orders ending December 31, 2005. The remaining three Work Orders will be extended through September 30, 2006. This will provide sufficient time to implement alternative processes or request and fill comparable positions via our FY 2006-2007 budget.

DPSS is working closely with the County Chief Information Office (CIO) to develop a formal action plan that will decrease our dependence on ITSSMA contracting. Initial actions have included CIO support of seventeen additional positions in the Fiscal Year 2005-2006 Budget.

#### **BACKGROUND**

DPSS has utilized the ITSSMA process to augment its technical resources to help us meet our critical Information Technology (IT) needs. By doing so, my Department has been able to draw upon this technical service to improve the efficiency and effectiveness of the Department. In addition to maintaining our automated networks, these contractors provide technical data and statistical analysis, conduct detailed system testing, and develop technical programs to generate system reports and measure the performance of various automated systems.

## **SCOPE OF WORK**

The projects supported by these ITSSMA contractors are critical to the continued programs that are administered by the Department. Under the direction of County Project Managers, contracted staff will continue to supplement the Department's technical resources on the following projects:

- Technical Support Field Manager
- District Regional Computer Support
- Help Desk Technical Support
- Financial Database Administrator (DBA)
- Senior Financial Programmer Analyst
- Network Support Field Response Team
- Equipment Refurbishment/Warehouse Technical
- Quality Control Technician Consultant
- Regional Technical Support
- Senior Data Security Consultant
- Network Manager

The Department does not have sufficient or expert staff to support these operations. Continuation of these projects is essential to maintain the integrity of the Department's IT infrastructure and ensure compliance with State and federal reporting, facilitate detailed architectural systems design, strengthen computer security, enhance customer service to our participants and to continue the development and maintenance of numerous applications that are utilized Department-wide.

These projects conform to our Business Automation Plan, as required by the County CIO.

## **JUSTIFICATION**

County staff have not been available to provide these essential functions. DPSS is now aggressively seeking to hire personnel to fill vacant technology positions; however, it will take some time to transition the projects to County staff. While we have filled some vacant positions, we still are challenged to recruit qualified County staff. Consequently, we utilize ITSSMA to supplement our existing IT staff. We have included IT items in our FY 2005-06 budget request and will be requesting additional positions in our FY 2006-07 budget.

Additionally, we have agreed to analyze the following alternatives and report back to the CIO.

- The feasibility of consolidating servers at the Internal Services Department;
- Developing a more efficient business model to ensure an adequate inventory of warranty computer equipment and provide permanent network response support; and
- Developing options for replacing the Web Specialist and Data Base Administrator with County items.

The requested consultants will insure continuity until additional County positions are approved. Several of the consultants perform highly specialized and technical functions, and have extensive knowledge of DPSS systems. In addition, they are experienced with the Department's computer-related equipment installations, software, system applications, and network configuration and have an understanding of our business processes and procedures.

The services received under the ITSSMA Work Orders are essential to the effective functioning of our daily operations of the Department. We rely heavily on automation to manage our technical infrastructure, electronically combine data from various automated systems for reporting, and electronically communicate within our Department and other agencies. Therefore, it is necessary to retain experienced consultants who have gained first-hand knowledge of our operations and business systems, to mitigate the risk of losing this ability.

## **FISCAL IMPACT**

The total estimated cost for extending the 20 Work Orders is \$1,068,799. These funds will be expended in FY 2004-05 through FY 2006-07. Funds will be available in the DPSS budget. The aggregate total Net County Cost (NCC) is \$92,986.

### **Costs for Fiscal Year 2004-05**

The total estimated cost for the Work Orders in FY 2004-05 is \$97,892. Approximately 91.3% of these costs will be paid by federal/State funding with an estimated Net County Cost (NCC) of \$8,517 (8.7%) resulting from costs associated with programs such as General Relief. Sufficient funding is included in FY 2004-05 Adopted Budget.

### **Costs for Fiscal Year 2005-06**

The total estimated cost for the Work Orders in FY 2005-06 is \$922,480. Approximately 91.3% of these costs will be paid by federal/State funding with an estimated Net County Cost (NCC) of \$80,256 (8.7%) resulting from costs associated with programs such as General Relief. Sufficient funding is included in the Department's FY 2005-06 Proposed Budget.

### **Costs for Fiscal Year 2006-07 thru October 31, 2006**

The total estimated cost for the Work Orders in FY 2006-07 is \$48,427. Approximately 91.3% of these costs will be paid by federal/State funding with an estimated Net County Cost (NCC) of \$4,213 (8.7%) resulting from costs associated with programs such as General Relief.

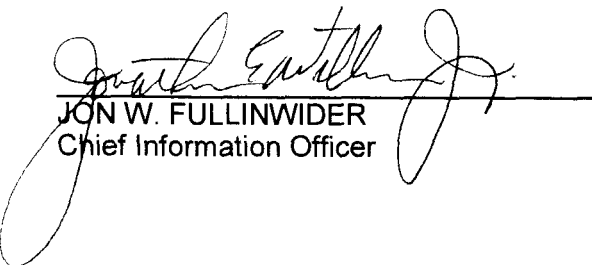
## **NOTIFICATION TIMELINE**

Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to amend these Work Orders. In two weeks time, we will instruct ISD to execute the Work Order amendments. If there are any questions or comments, please have your staff contact me or Lisa Nuñez, Chief Deputy, at (562) 908-8309.

BY:AB:rgm  
Attachment

c: Executive Officer, Board of Supervisors  
Chief Administrative Officer  
County Counsel  
Director, Internal Services Department

NOTED AND APPROVED:

  
JON W. FULLINWIDER  
Chief Information Officer

# **DEPARTMENT OF PUBLIC SOCIAL SERVICES** **INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT WORK ORDERS**

Work Order #	Project Name	ITSSMA Contractor	Current Term	Current Work Order Amount	Amended Term	Additional Project Amount	Total Project Amount	One Month Extension/ Project Completed	Extension to 10/31/05/ Requested Positions in FY 2005-06 Budget	Six Month Extension/ Project Completed	Extension to 09/30/06/ Requesting Positions in FY 2006-07 Budget
1 N04-0300	Technical Support Field Manager	Impress Technology Solutions, Inc.	12/1/2002 - 5/31/2005	\$299,999	6/1/2005 - 11/30/2005	\$65,016	\$365,015			X	
2 N04-0318	District Regional Computer Support	Systems Support Consultants, Inc.	2/14/2003 - 5/31/2005	\$146,517	6/1/2005 - 10/31/2005	\$29,025	\$175,542		X		
3 N04-0319		Rydek Computer Professionals	2/13/2003 - 5/31/2005	\$153,482	6/1/2005 - 10/31/2005	\$31,510	\$184,992		X		
4 N04-0345	Help Desk Technical Support	Unified Technical, Inc.	8/1/2003 - 5/31/2005	\$85,686	6/1/2005 - 6/30/2005	\$4,644	\$90,330	X			
5 N04-0346		Unified Technical, Inc.	8/1/2003 - 5/31/2005	\$84,418	6/1/2005 - 10/31/2005	\$23,220	\$107,638		X		
6 N04-0347		Unified Technical, Inc.	8/1/2003 - 5/31/2005	\$83,333	6/1/2005 - 10/31/2005	\$23,220	\$106,553		X		
7 N04-0348	Financial Database Administrator	Impress Technology Solutions, Inc.	8/6/2003 - 5/31/2005	\$299,999	6/1/2005 - 11/30/2005	\$102,684	\$402,683			X	
8 N04-0363	Senior Financial Programmer Analyst	West Advance Technologies, Inc.	11/1/2003 - 5/31/2005	\$299,999	6/1/2005 - 11/30/2005	\$95,976	\$395,975			X	
9 N04-0392	Network Support Field Response Team	Unified Technical, Inc.	11/6/2003 - 5/31/2005	\$106,020	6/1/2005 - 10/31/2005	\$37,840	\$143,860		X		
10 N04-0393		Unified Technical, Inc.	11/6/2003 - 5/31/2005	\$106,020	6/1/2005 - 10/31/2005	\$37,840	\$143,860		X		
11 N04-0383	Equipment Refurbishment/Warehouse Technical Staff	Corpinfo Services	12/10/2003 - 5/31/2005	\$74,999	6/1/2005 - 6/30/2005	\$4,644	\$79,643	X			
12 N04-0396		Corpinfo Services	12/9/2003 - 5/31/2005	\$74,999	6/1/2005 - 6/30/2005	\$4,644	\$79,643	X			
13 N04-0398		Corpinfo Services	12/9/2003 - 5/31/2005	\$74,999	6/1/2005 - 9/30/2006	\$55,728	\$130,727				X
14 N01-0208	Web Portal Consultant	Logic House, LTD	9/1/2003 - 6/30/2005	\$509,839	7/1/2005 - 12/31/2005	\$125,904	\$635,743			X	
15 N04-0336	Quality Control Technician Consultant	Unified Technical, Inc.	6/16/2003 - 6/30/2005	\$299,999	7/1/2005 - 10/31/2005	\$50,912	\$350,911		X		
16 N04-0361	Regional Technical Support	Unified Technical, Inc.	10/6/2003 - 6/30/2005	\$198,940	7/1/2005 - 9/30/2006	\$94,944	\$293,884				X
17 N04-0376		Impress Technology Solutions	10/6/2003 - 6/30/2005	\$159,112	7/1/2005 - 10/31/2005	\$30,272	\$189,384		X		
18 N04-0377		Unified Technical, Inc.	10/6/2003 - 6/30/2005	\$166,407	7/1/2005 - 9/30/2006	\$94,944	\$261,351				X
19 N06-0111	Senior Data Security Consultant	Unified Technical, Inc.	7/1/2003 - 6/30/2005	\$299,999	7/1/2005 - 12/31/2005	\$84,624	\$384,623			X	
20 N06-0112	Network Manager	West Advance Technologies, Inc.	6/16/2003 - 6/30/2005	\$299,999	7/1/2005 - 12/31/2005	\$71,208	\$371,207			X	